

ESTABLISHING COMMUNICATION BETWEEN  
A REMOTE AGENT AND AN END-USER

Abstract

5           A network includes a client, a Web server in  
communication with the client, a media framework server in  
communication with the Web server, and communication servers  
capable of communicating with the client through modes of  
communication. The client specifies a mode of communication  
10 to the Web server. The Web server provides the mode of  
communication to the media framework server. The media  
framework server instructs a communication server that  
corresponds to the mode of communication to contact the  
client. The communication server contacts the client using  
15 the mode of communication.

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